

# Agency Comprehensive Information Technology Plan

## Agency: Department of Motor Vehicles

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### 1. Agency Contact Information

Person responsible for Information Technology in the agency:

Name	Keith A. Dey
Phone Number	402-471-3906
E-mail	kdey@notes.state.ne.us

Person to contact for additional information about the agency Comprehensive Information Technology Plan:

Name	Keith A. Dey
Phone Number	402-471-3906
E-mail	<a href="mailto:kdey@notes.state.ne.us">kdey@notes.state.ne.us</a>

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### 2. Agency Mission, Goals and Objectives

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### Agency Vision

**The vision of the Nebraska Department of Motor Vehicles is to provide exceptional service delivered by knowledgeable people with integrity, enthusiasm and respect.**

### Agency Mission

**The mission of the Nebraska Department of Motor Vehicles is to promote safety through education and regulation of drivers and motor vehicles and to collect revenues that provide resources for state and local government operations.**

Major business functions include vehicle titling and registration, driver licensing including examining, records, suspensions, revocations and reinstatements, motor carrier regulation including IRP (International Registration Plan), IFTA (International Fuel Tax Agreement), SSRS (Single State Registration System) and the Division of Highway Safety.

### Business Goals and Objectives:

**Goal: Ensure the integrity of the operator licensing and vehicle titling and registration systems.**

#### **Objectives:**

- Increase mutual understanding and respect with the county treasures and clerks by creating a user-friendly training manual, promoting partnerships through meetings and other venues and educating appropriate DMV personnel on team building strategies.
- Implement an automated 'proof of insurance' database.
- Improve the examining and testing functions and processes
- Increase the efficiency and accessibility of the licensing, titling and registration process.
- Refine and enhance the Interactive Driver License Process.
- Develop and implement a digital licensing system.
- Implement a pilot program utilizing laser printers for issuing vehicle registration and title documents in selected locations.

- Develop video training tools on the regulatory requirements and procedures for motor carrier and commercial drivers.
- Work with State Patrol to create and implement a Drivers License Fraud Investigator position and to create and implement a Title Fraud Training Program
- Implementation of NMVTIS (National Motor Vehicle Title Information System)

**Goal: Reduce the human and economic consequences of motor vehicle related collisions by improving safe operating practices on Nebraska's surface transportation system.**

**Objectives:**

- Utilize the network of partners in other states, federal agencies and professional associations with similar responsibilities to share information and exchange technical knowledge and skills.
- Design and implement traffic records system initiatives to improve both the quantity and the quality of the data.
- Enhance law enforcement partner ships.
- Provide training, technical assistance and financial support to the law enforcement community to increase understanding and support of highway safety objectives.
- Build a partnership with the private sector.
- Develop a system for maintaining the safe mobility of the driver population through training, counseling and licensing strategies.
- Create a proactive license reinstatement process for drivers whose licenses have been revoked or suspended.
- Develop and implement a "Traffic Safety Initiatives" campaign for state departments and agencies.
- Design and implement innovative strategies for reducing impaired driving.
- With assistance from other partners, develop and implement a proactive public education program that encourages parent involvement in novice driver training and practice.
- Evaluate the necessary steps to participate in the Performance and Registration Information Systems Management (PRISM) program and make recommendation to the Director.
- Create and image that promotes DMV as the preeminent source in the State for

highway safety information, education and technical assistance.

- Update of computer programming for ALR hearings to capture data to track hearings from original petition through final disposition and provide for tracking of petition submission and attendance at hearings by law enforcement agencies.

**Goal: Promote excellence in management, operations and customer service.**

**Objectives:**

- Enhance the electronic technological capabilities of DMV employees and operations to update business methods, avoid duplication and reduce paper work.
- Automate the Specialty Plate process.
- Provide continuing employee orientation and training programs to increase DMV's skills, knowledge and customer service.
- Develop and implement an incentive program to improve employee morale and increase productivity.
- Provide examiner training consistent with professional certification requirements.
- Provide professional management training opportunities appropriate for mid-level supervisors.

### 3. Current Use of Information Technology

#### 3.A. Existing IT Environment

##### 3.A.1. Applications

**Off-the-shelf Applications**

Provide the number of users, or estimated number of users, for each of the following applications:

	Number of users
<b>Productivity Suite</b> (word processing, spreadsheet, etc.)	
Microsoft Office	114
Corel WordPerfect Office	-
Other (Specify: )	-

<b>Internet Browser</b>	
Microsoft Internet Explorer	114
Netscape Navigator	-
Other (Specify: )	-
<b>Document Viewer</b>	
Adobe Acrobat	114
Other (Specify: )	25
IBM Content Manager	
<b>Anti-Virus Software</b>	
Norton	
McAfee	
Other (Specify: )	114
Computer Associates Innolate	

List any other significant off-the-shelf applications utilized by the agency:

Kofax Assent Scanning Software  
Visual Info AS/400 Image Management  
dBase V- Database Management  
Fireworks – Webpage Development  
DreamWeaver– Webpage Development  
Zope – Webpage Management

#### **Custom Applications**

List any significant custom applications developed for the agency:

#### **Financial Responsibility Division:**

- FRD1000 – User interface between legacy application and document imaging system. (AS/400)
- DMV driver record processing (Mainframe)

#### **Administration Division:**

- Accounts Payable Processing – Access database application (PC)

#### **Motor Carrier Services Division:**

- IRP (International Registration Program) commercial vehicle registration processing (AS/400)
- IFTA (International Fuel Tax Agreement) fuel tax reporting and collection processing (AS/400)
- SSRS (Single State Registration System) commercial vehicle registration processing (AS/400)
- OS/OW (Oversize/Over-weight) commercial vehicle permit processing (AS/400)

#### **Highway Safety Division:**

- TSI – Traffic Safety Information system (Mainframe)

**Legal Division:**

- DMV driver record processing (Mainframe)

**Driver and Vehicle Records Division:**

- VTR (Vehicle Title and Registration) registration and title processing for motor vehicles and water craft (AS/400 & Mainframe)
- DMV driver record processing (Mainframe)
- Specialty Plate System
- Plate Management System
- Handicap Permit System

**Examining Division:**

- Driver School and Instructor Certification – dBase V application
- DMV driver record processing (Mainframe)
- Interactive Driver Licensing Application

### 3.A.2. Collaboration and Workflow

**E-mail**

<b>E-mail Application</b>	<b>Number of users</b>
Lotus Notes	25
Microsoft Exchange	-
POP3 Application (e.g. Microsoft Outlook, Eudora, etc.)	82
OfficeVision	130
Other (Specify: )	-

**Calendaring and Scheduling**

If utilized by the agency, please list the common calendaring and scheduling product(s) used:

Lotus Notes calendar functions – 25 users

**Document Management and Imaging**

List any document management or imaging system(s) used by the agency: The financial Responsibility Division is the only division that utilizes imaging technology. This is accomplished using IBM Visual Info for AS/400 and a custom application that interfaces the imaging system to the legacy application.

**Work Flow**

List any other work flow application(s) utilized by the agency:

Work flow has been developed as part of our legacy system applications.

### 3.A.3. Data

#### **Databases**

List major databases maintained by the agency and the general purpose of each:

IRP, IFTA, SSRS master database:

Includes: name, address, carrier number, dot number and credential status by carrier and commercial vehicle

VTR master database:

Includes: name, address, title and registration status by vehicle, owner and license plate

Licensing master database:

Includes: name, address and driving record by name and license number

#### **Data Exchange**

List the significant electronic data exchanges your agency has with other entities:

Data from the DMV master databases is shared with:

- Law enforcement, financial institutions and government entities via CICS 1 access, tape exchange and through NOL (Nebraska On-Line) connectivity.
- Polk , CrossSell , HELP, Inc. and other industry users access our data via tape exchange, FTP and paper record request.
- Public access to information is available via written request

### 3.A.4. Electronic Government - External

### 3.A.5. Electronic Government - Internal

### 3.A.6. Hardware, Operating Systems, and Networks

#### **Hardware**

Provide a general description of the elements of the computing environment (mainframe, midrange, PC workstations, etc.).

#### **System 1 - Midrange**

User: DMV/Motor Carrier Services Division

Location: Department of Administrative Services/Information Management Services-501 Building

Applications Processed: IRP, IFTA, SSRS and OS/OW

Programming Manager: DMV/Information Systems Division

Programmers: 1 FTE

System Manager: Department of Administrative Services/Information Management Services/Midrange System Support-501 Building

**System 2- Midrange**

User: DMV/Financial Responsibility Division

Location: DMV – South side

Applications Processed: FR Document Imaging

Programming Manager: DMV/Information Systems Division

Programmers: Midcontinent Business System (Contract)

System Manager: DMV/Information Systems Division

**System 3- Midrange**

User: DMV/Driver & Vehicle Records Division

Location: Department of Administrative Services/Information Management  
Services-501 Building

Applications Processed: Vehicle Title and Registration

Programming Manager: DMV/Information Systems Division

Programmers: 2 FTE

System Manager: Department of Administrative Services/Information Management  
Services/Midrange System Support-501 Building

**System 4- Midrange**

User: County Officials

Location: 93 County Offices

Applications Processed: Vehicle Title and Registration

Programming Manager: DMV/Information Systems Division

Programmers: 2 FTE

System Manager: Department of Administrative Services/Information Management  
Services/Midrange System Support-501 Building

**System 5- Mainframe**

User: DMV Staff

Location: Department of Administrative Services/Information Management  
Services/Midrange System Support-501 Building

Applications Processed: TSI – Traffic Safety Information system (Mainframe)  
DMV driver record processing (Mainframe)

Programming Manager: DMV/Information Systems Division

Programmers: 2.5 FTE

System Manager: Department of Administrative Services/Information Management  
Services/Midrange System Support-501 Building

**System 6 – Personal Computer**

User: 114 DMV Staff

Location: DMV

Applications Processed: Word Processing, Spreadsheet, Access and dBase V  
applications, Web development, system terminal emulation, scanning and indexing  
imaged documents, & Internet access.

Programming Manager: DMV/Information Systems Division

Programmers: Contracted as needed

System Manager: DMV/Information Systems Division



### Desktop Operating System(s)

Operating System	Number of users
Windows 3.1	-
Windows 95, 98, or ME	39
Windows NT	1
Windows 2000	74
Windows XP	-
OS/2	-
Linux	-
Mac OS	-
Other (Specify: )	-

### Networks - LANs and WANs

Provide a general description of the agency's network environment, including type of network (e.g. Token Ring):

The DMV office in Lincoln is on an Ethernet network and attached to the state backbone via fiber optic cable.

DMV employees located in county offices are connected via SNA lines to their applications. This network will be converted to Ethernet as projects progress in 2002 and 2003.

### Networks – Operating System

Indicate the network operating system(s) utilized (indicate the estimated number workstations for each, if known):

Network Operating System	Number of users
Novell Netware	-
Windows for Workgroups	-
Windows 9x Peer Networks	-
Windows NT	2
Windows 2000	-
OS/2 LAN Server	-
Other (Specify: )	-

### 3.A.7. Staffing

Identify, in general terms, the agency personnel resources currently devoted to supporting the items listed in this section (3.A). This should include both personnel whose job titles and description are clearly related to technology, other personnel whose responsibilities relate significantly to technology support regardless of job title, and

contract staffing provided to the agency.  
The DMV employs 6 FTE that are devoted to supporting the IT functions of the Department. These employees are:

Keith Dey	IS Manager
Deric Bloom	Business Systems Analyst Lead
Bob Eilers	Business Systems Analyst
Natasha Bradfield	Business Systems Analyst
Bev Hoium	Infrastructure Support Analyst
Tyson Searls	Infrastructure Support Analyst

The IS Division also manages 7 persons to perform application development.  
These FTE include:

- 3 FTE IMServices Application Developers
- 4 Contract Application Developers

#### 3.A.8. Other

Please list any other issues relating to your current IT environment:

### 3.B. Value

Describe and document the tangible and intangible benefits of the agency's investment in information technology.

As the demands on government increase and the resources available to meet the needs of the public are reduced or held constant, the value of information technology and the management of information becomes critical to the success of every Department within the state.

The Department of Motor Vehicles is in the process of updating its strategic plan for the 2002. The focus of our plan is to improve safety through improved operations and customer service.

In order to accomplish the objective of the plan the DMV will expand and maximize its technical resources and utilize current technologies to work more efficiently.

The value of technology within the DMV: Increased employee productivity and expanded services to the customer.

### 3.C. Information Technology Training

Summarize the agency's efforts to address training needs relating to information technology. This should include:

- Training for users of information technology
- Training for IT staff who develop and support the information technology systems

With the expansion of technology within the DMV, upgrading the skills of the staff will be key to our success.

External training will be used for Lotus Notes and other technologies that are new to the DMV.

Training for DMV staff, county users and customers will be provided by DMV staff. This training will be accomplished by providing specialized training sessions, improved user manuals and commercial Computer Based Training.

### 3.D. Security

Please answer the following questions regarding your agency's efforts to maintain a secure information technology environment. [The questions refer to the Nebraska Information Technology Commission's Security Policies. These policies are available at <http://www.nitc.state.ne.us/standards/>]

	YES	NO
Has your agency implemented the NITC's Security Policies?		N
If your answer to the previous question is NO, is your agency in the process of implementing the NITC's Security Policies?	Y	
If your answers to the previous two questions are NO, has your agency implemented other security policies?		

Please provide contact information for the person responsible for IT security:

Name	Keith A. Dey
Phone Number	402-471-3906
E-mail	keithdey@mail.state.ne.us

Provide a general description of the agency's efforts to develop and implement a security program:

### 3.E. Disaster Recovery and Business Continuity Planning

	YES	NO
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	YES	NO
Does your agency have a disaster/emergency recovery plan?		N
Does your agency perform regular back-ups of important agency data?	Y	
Does your agency maintain off-site storage of back-up data?	Y	

Provide a general description of the agency's efforts regarding disaster recovery and business continuity planning:

The DMV is currently developing a formal disaster recovery plan. This plan is expected to be completed by 2003. Currently, the DMV would accomplish any recovery efforts through cooperation with existing state business partners and vendors.

### 3.F. Accessibility (Technology Access for Individuals with Disabilities)

[For more information on accessibility, contact Christy Horn at [chorn1@unl.edu](mailto:chorn1@unl.edu).]

	YES	NO
Does your agency include the Nebraska Technology Access Clause in contracts for information technology purchases? [See Neb. Rev. Stat. § 73-205. The Technology Access Clause is available at <a href="http://www.nitc.state.ne.us/standards/">http://www.nitc.state.ne.us/standards/</a> ]	Y	
Does your agency have procedures in place to identify the information technology related requirements of users with disabilities?		N
Does your agency provide training opportunities for management, procurement, and technical personnel on how to meet the accessibility needs of users with disabilities?		N

## 4. Future Uses of Information Technology

### 4.A. Strategies and Future Direction

This section should summarize the agency's strategies and future direction for information technology within the agency. Topics should include:

- A summary of future changes in uses of technology, which the agency plans to implement.
- An overview of the agency's activities that promote collaboration.
- A discussion of factors and risks that will impact the success of the agency's information technology strategy.

- An overview of plans to implement e-government services.
- Your agency's efforts to retain IT staff, if applicable.

The major changes that the DMV will make in the next few years are the migration of internal operations to the NIS system, the expansion of E-government services and the migration of county facilities to current network and desktop technologies.

The implementation of the NIS system will include an extensive training component as well as a reevaluation of internal processes and communications.

The migration of county facilities will include the migration of networks to Ethernet and the installation of desktop PC's or thin clients. This change is also expected to have an extensive training component but should provide improved county office operations, communications and access to government services.

The risks associated with these projects will be the availability of short and long term financial resources and personnel to provide the transition.

E-government will also be enhanced through the redevelopment of the DMV web page.

The DMV will continue to collaborate with other state agencies to incorporate related services and coordinate access to data.

## 4.B. Future IT Projects

List significant information technology projects which are expected to be undertaken by the agency during the next two years.

### **Information Systems Division** **Goals and Projects**

Note: (xxxx) – denotes the year(s) in which the objective is expected to be completed.

**Goal:** To improve internal operational efficiency

**Projects:**

- Migrate select users to 'Lotus Notes' (2002)
- Utilize server file structure for the distribution of documents (draft documents, timesheets, expense reports, leave requests, etc.) (2002)
- Improve employee productivity (Perpetual)
- Implement NIS (2002-03)

**Goal:** Improve customer service

**Projects:**

- Improve access to government information
- Provide for electronic payment for government services (Credit Card, EFT, etc.) (2002-03)
- Expand Motor Carrier Services Division services provided through internet connectivity (2002-03)
- Enhance access to government information through the DMV web-page (Perpetual)
- Develop application for internet based vehicle registration renewal process (2003-04)
- Develop application for internet based driver license renewal process (2003-04)
- Recreate DMV Web page to include DMV Premium Services, interactivity and query functions
- Migrate county based systems to new network and desktop technologies (2002-04)

**Goal:** Improve inter-agency cooperation and coordination

**Projects:**

- Continued participation and development with the Commercial Vehicle Information Systems and Networks (CVISN) project
- Develop Commercial Vehicle Information Exchange Window (CVIEW) application (2002-03)
- Expand Roads and State Patrol use of pre-clearance technologies (2003-04)
- Improve County office operations (Perpetual)

**Goal:** Reduce the development time of new applications and application enhancements

**Projects:**

- Employ a Business Systems Analyst to support the Examining Division (2002)
- Assist in the development of two new System Developers for the Examining applications (2002)
- Migrate System Developer resources to the Financial Responsibility and Driver and Vehicle Records Divisions (2002)

**Goal:** Improve effectiveness of DMV Information Systems staff

**Projects:**

- Continue cross-training efforts (Perpetual)
- Provide additional/function specific training (Perpetual)

- Continued participation in state technology boards, committees, etc. (Perpetual)

**Goal:** Improve the drivers license document

**Projects:**

- Utilize current technologies to improve the issuance, content and security of the license document (2002-03)
- Meet the needs of the Criminal Justice Information System (CJIS) and the law enforcement community (2002-03)